

# HOUSTON-AUSTIN LOCAL

**Have a question or need information?  
Just follow the numbers... (It'll save you time!)**

**1.**

## Help Us Help You!

We want to help you as quickly and efficiently as possible. These are some of the ways YOU can help US serve you better.

**2.**

## Save a Dime!

Before you call or email for staff assistance, try the SAG-AFTRA website: **[www.sagaftra.org](http://www.sagaftra.org)**. There's a lot of great information at your fingertips.

Don't forget the Houston-Austin Local has its own web pages with news and information: **[www.sagaftra.org/ha](http://www.sagaftra.org/ha)**

**3.**

## Call or Email the correct point of contact.

Still can't find what you're looking for?...

Make sure to choose the right department!

Contracts? Membership Services? Residuals? Professional Representatives (agents and managers)? Something else? See the Houston-Austin Contact Information Sheet below.

**4.**

## Is it a Contract Matter?

If yes, be prepared!

Before you call or email, know the following:

- Type of contract you worked under
- Date you worked
- Name of the project (For commercials know the name of the ad agency/ product. For recording sessions, know the label, song and artist.)

Also, be sure to have the following readily available:

- Member ID number
- Backup paperwork, if applicable
- Any relevant details regarding your issues or concerns

There's more! ↓

5.

**A live voice!**

OK, now that you're speaking to a staff member, try and get right to it.

- Confirm you've reached the right department
- Let them know you're a SAG-AFTRA member
- Provide the name of your local
- Identify from where you are calling

6.

**Take notes!**

When you speak to a representative, write down their name and keep it handy for future use. You'll want to ask for them directly the next time you call or email.

7.

**Things you CAN'T DO over the phone...**

**Make payments!**

The Membership Department cannot accept any payments over the phone. You can pay by mail, online, or in person. If you have a question about your dues, be ready to say which dues period you are calling about.

**Dues periods run the same every year:  
May 1 – October 31; November 1 – April 30**

**Update information!**

You cannot update your personal information (mailing address, email, etc.) over the phone. You can do it online, or by sending a written update with your signature by mail, fax, or by scanning the page with your signature into a PDF and using email. The Dallas Membership fax number is **(877) 334-7276**.

**Or, track residuals!**

You cannot get information about recently mailed or in-process residual payments over the phone. Instead, use the online residual Tracker available at <https://www.sagaftra.org/member-services/residuals-tracker>

8.

**All residuals - Go west!**

Other questions regarding TV/Theatrical residuals: **(800) 205-7716** (make sure to listen to the menu to get the correct area within residuals) or [residuals@sagaftra.org](mailto:residuals@sagaftra.org).

Questions about Commercial reuse payments should be directed to the Dallas Commercials Contract Administrator: **(214) 363-8300, ext. 4**.

**Looking for an agent or manager?**

9.

**Professional Representatives**

You can find a list of agents or managers on the website at

[www.sagaftra.org/professionalrepresentativesforms](http://www.sagaftra.org/professionalrepresentativesforms)

10.

**SAG P&H and AFTRA H&R**

If you have questions about your health and retirement or pension plan, you should call either:

AFTRA H&R Office: **(800) 562-4690** or SAG P&H Office: **(800) 777-4013**.

**The union is separate from the health plans.**

**SAG-AFTRA HOUSTON-AUSTIN LOCAL SUPPORT CONTACT LIST**

CONTRACT/SUBJECT	CONTACT	DIRECT LINE	EMAIL ADDRESS
Agency – see “Professional Representatives” below			
Commercials	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Corporate/Educational	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Dancers	Leslie Krensky	305.663.7077	<a href="mailto:leslie.krensky@sagaftra.org">leslie.krensky@sagaftra.org</a>
Infomercials	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Interactive	Leslie Krensky	305.663.7077	<a href="mailto:leslie.krensky@sagaftra.org">leslie.krensky@sagaftra.org</a>
Membership	Sheila Rosenberg	214.363.8300, ext. 0	<a href="mailto:sheila.rosenberg@sagaftra.org">sheila.rosenberg@sagaftra.org</a>
Music Videos	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
New Media	Trish Avery	214.363.8300, ext. 2	<a href="mailto:trish.avery@sagaftra.org">trish.avery@sagaftra.org</a>
News and Broadcast	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Professional Representatives (formerly Agency)	Trish Avery	214.363.8300, ext. 2	<a href="mailto:trish.avery@sagaftra.org">trish.avery@sagaftra.org</a>
Promos	Leslie Krensky	305.663.7077	<a href="mailto:leslie.krensky@sagaftra.org">leslie.krensky@sagaftra.org</a>
Residuals, Film/TV	Residuals Department	323.549.6505	<a href="mailto:residuals@sagaftra.org">residuals@sagaftra.org</a>
Short and Student Films	Trish Avery	214.363.8300, ext. 2	<a href="mailto:trish.avery@sagaftra.org">trish.avery@sagaftra.org</a>
Singers	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Sound Recordings	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Stunt and Safety	Trish Avery	214.363.8300, ext. 2	<a href="mailto:trish.avery@sagaftra.org">trish.avery@sagaftra.org</a>
Television, Dramatic	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Television, Non-Dramatic	TJ Jones	214.363.8300, ext. 4	<a href="mailto:tj.jones@sagaftra.org">tj.jones@sagaftra.org</a>
Theatrical	Trish Avery	214.363.8300, ext. 2	<a href="mailto:trish.avery@sagaftra.org">trish.avery@sagaftra.org</a>

For other inquiries, contact Trish Avery, 214.363.8300 ext. 2, [trish.avery@sagaftra.org](mailto:trish.avery@sagaftra.org)

For general information, visit the website at [www.sagaftra.org](http://www.sagaftra.org) or call toll free 855-SAG-AFTRA (855-724-2387).